

UiPath Case Study: Riskspotlight – Intelligent Automation with Multi- System Integration

Prepared by Synaptein Solutions Inc.
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✦ *“Riskspotlight turned compliance pressure into competitive advantage with UiPath-powered Intelligent Automation.”*



Executive Summary

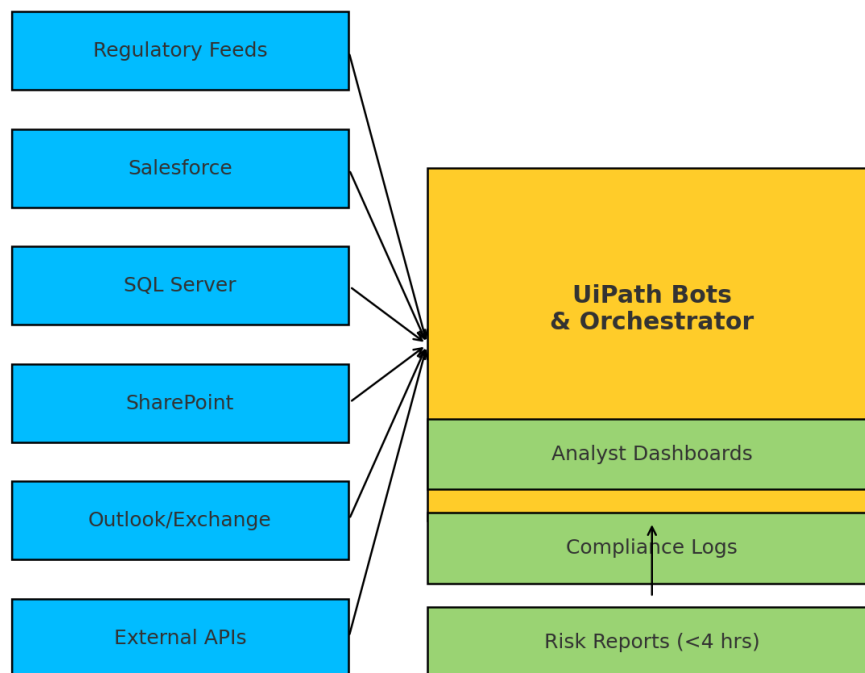
Riskspotlight, a risk intelligence provider, modernized compliance operations by deploying UiPath Intelligent Automation across multiple systems (SQL Server, Salesforce, SharePoint, Outlook, external APIs). The program established an RPA Center of Excellence, reduced reporting from 3 days to under 4 hours, improved accuracy to 95%+, and lowered compliance costs by 40%. This case study details the integrated solution, measurable results, and lessons learned.

Business Challenge

Analysts reconciled structured and unstructured data from five core systems and external feeds. Manual effort created bottlenecks, inconsistent exception handling, and compliance risk. The goal was to build an automation framework that integrated data sources, enforced auditability, and scaled without adding headcount.

UiPath Automation Ecosystem

UiPath Riskspotlight Automation Ecosystem



Solution Approach

Synaptein implemented a governance-first UiPath solution with reusable components and robust monitoring. Key capabilities included:

- UiPath Orchestrator for centralized bot management
- Connectors and custom activities for SQL Server, Salesforce, SharePoint, Outlook, REST APIs
- Document Understanding to classify and extract from PDFs
- AI Center models for sentiment analysis and entity extraction
- UiPath Insights for SLA tracking and operational dashboards
- Reusable components for validation, exception handling, and audit logging

Program Results

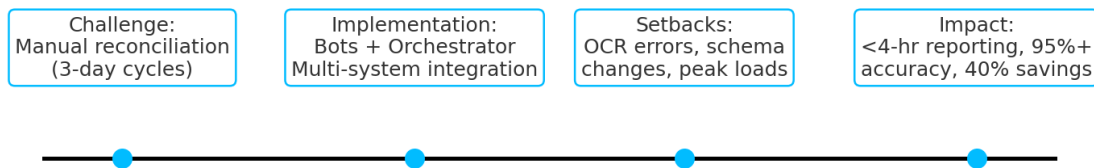
Results at a glance:

- 3-day cycles reduced to <4 hours
- Accuracy improved to 95%+
- 8 new data sources onboarded
- 40% cost reduction
- 85% analyst adoption

Failures & Lessons Learned

- Salesforce schema changes broke bots → regression tests added
- OCR errors with poor scans → blended Document Understanding with human-in-loop validation
- Peak-load concurrency failures → migration to cloud Orchestrator
- Adoption friction → created Bot Champions, training, and guides

Riskspotlight UiPath Automation Journey



Business Impact

The automation ecosystem reshaped compliance operations—reducing manual intervention, creating audit-ready records, and improving SLA adherence from 68% to 98%. The framework supports rapid onboarding of new sources and is being extended to adjacent domains such as fraud, KYC, and AML.

- 40% reduction in compliance cost
- <4-hour automated reporting
- 95%+ accuracy with validation rules
- Reusable components cut dev time by 30%

Riskspotlight: Turning Risk into Resilience through Intelligent Automation

Riskspotlight, a fast-growing provider of risk intelligence and analytics, faced a familiar but pressing challenge: too much data, from too many sources, moving too quickly for human analysts to process. Regulatory updates, customer data, compliance records, and risk signals arrived daily from platforms such as Salesforce, SQL Server, SharePoint, Outlook, and a host of external feeds. Analysts were spending days reconciling information instead of providing insights. Compliance reports routinely took three days or more, increasing the risk of missed deadlines, inconsistent exception handling, and exposure during audits.

Leadership knew that automation was no longer optional. To compete and remain credible with regulators and clients, Riskspotlight needed a system that could seamlessly connect its disparate platforms, scale quickly, and enforce audit-ready consistency. That vision led them to UiPath Intelligent Automation, supported by Synaptein's expertise in building resilient automation frameworks.

Designing the Automation Journey

Synaptein approached the engagement with a governance-first mindset. Instead of automating tasks in isolation, the team designed an automation ecosystem anchored by UiPath Orchestrator. This centralized hub managed both attended and unattended bots, provided monitoring and scheduling, and enforced compliance rules.

UiPath's flexibility enabled integrations with SQL Server, Salesforce, SharePoint, Outlook/Exchange, and external REST APIs. Riskspotlight's unstructured data challenges—scanned PDFs of regulatory notices, lengthy compliance documents, and free-text updates—were addressed with UiPath Document Understanding combined with AI/ML models for classification and sentiment analysis. By layering validation rules and human-in-the-loop queues, the solution balanced efficiency with accuracy.

To ensure long-term sustainability, Synaptein established a Center of Excellence (CoE) at Riskspotlight. This CoE provided reusable automation components, standardized development practices, and a governance model that aligned business and IT stakeholders. Training sessions and a "Bot Champions" program helped employees embrace automation, turning skeptics into advocates.

Delivering Measurable Results

The impact of automation was transformative. Compliance reporting that once required three days was consistently delivered in under four hours. Data accuracy soared to 95%+, reducing audit exceptions and bolstering regulatory confidence. Within the first year, Riskspotlight onboarded eight new data sources without increasing headcount. Cost savings reached 40% in compliance operations, and analysts were freed to focus on higher-value risk analysis.

Equally important, employees began to trust the bots. Adoption rates reached 85% among analysts, who appreciated the elimination of repetitive validation tasks. Management gained real-time dashboards through UiPath Insights, providing transparency into performance, SLA adherence, and compliance posture.

Lessons Learned

The journey was not without setbacks. Early automations failed when Salesforce introduced schema changes, teaching the team the importance of regression testing and continuous monitoring. OCR accuracy initially disappointed when faced with low-quality scans, prompting the adoption of human-in-the-loop validation to strengthen results. Peak load concurrency issues forced a migration to cloud-hosted Orchestrator for elastic scalability.

These failures were not dead ends—they became stepping stones. Each setback reinforced the resilience of Riskspotlight's automation program and demonstrated how governance and adaptability turn automation into a lasting business capability.

From Risk to Resilience

Today, Riskspotlight's automation journey is more than a technology upgrade—it's a story of transformation. The organization turned its most pressing operational vulnerabilities into strengths. Manual bottlenecks gave way to streamlined reporting. Audit risks were replaced with confidence. Employees who once resisted change now champion bots as essential teammates.

By combining UiPath's intelligent automation with disciplined governance and human-centered design, Riskspotlight transformed risk into resilience. Their story offers a clear lesson for any organization navigating complex, high-stakes environments: automation is not just about efficiency—it's about building trust, agility, and readiness for the future.

"Riskspotlight turned risk into resilience through UiPath-powered Intelligent Automation."